



# State of New Hampshire

Department of Safety  
Division of Fire Safety and Emergency Management  
Bureau of Emergency Management  
Emergency Communications Section  
James H. Hayes Safety Building  
33 Hazen Drive, Room 105  
Concord, New Hampshire 03305



Richard M. Flynn  
Commissioner

John A. Stephen  
Assistant Commissioner

Director Bruce G. Cheney, ENP  
Bureau Chief

Peter A. DeNutte, ENP  
Assistant Director

Enhanced 9-1-1  
Commission Members:

Chairman  
Chief Douglas Aiken  
NH Assoc. of Fire Chiefs

Vice-Chair  
Sheriff James D. Linehan  
NH Sheriff's Association

Secretary  
William Wood  
NH Division of EMS

Kathryn Bailey  
NH Public Utilities Comm.

Marc Violette  
NH Telephone Association

Jill Healey Wurm  
Verizon

David Caron  
NH Municipal Association

Captain George Valliere  
NH Police Officer

Major Frederick Booth  
NH Dept. of Safety

Richard Bernard  
Public Member

David Lang  
NH Firefighter

James Valiquet  
NH Assoc. of Police Chiefs

Commissioner Donald Hill  
Administrative Services

Paul Szoc  
NH Federation of Mutual Aids

Vacant  
Representative Wireless Telephone Providers

## BUREAU OF EMERGENCY COMMUNICATIONS SEPTEMBER 26, 2003 COMMISSION MEETING

**PRESENT:** Douglas Aiken, Chairman  
James Linehan, Vice Chair  
William Wood, Secretary  
Jill Healey Wurm  
Kathryn Bailey  
Frederick Booth  
Richard Bernard  
Mark Violette  
Paul Szoc

**ABSENT:** James Valiquet  
David Lang  
George Valliere  
David Caron  
Donald Hill

**OBSERVERS:** Bruce G. Cheney, ENP  
Peter DeNutte, ENP  
Sean Goodwin  
Richard Fowler, ENP  
Jack O'Connor  
Wanda Hemeon  
Mike Geary, ENP  
Robert Brown  
Jack DiPesa  
Leland Willette  
Richard M. Flynn  
John A. Stephen  
Patricia Magoon  
Amanda Sevin

NH Association of Fire Chief's  
NH Sheriff's Association  
NH Bureau of EMS  
Verizon  
NH Public Utilities Commission  
NH Department of Safety  
Public Member  
MCT Telecom  
NH Federation of Mutual Aids

NH Association of Police Chief's  
NH Firefighters  
NH Police Officer  
NH Municipal Association  
Commissioner, Dept. Of Admin. Svs.

Executive Director, NHBEC  
Assistant Director, NHBEC  
Engineering Tech. V., NHBEC  
Operations Supervisor, NHBEC  
Public Education/Training, NHBEC  
Info Representative, NHBEC  
Training Coordinator, NHBEC  
IT Manager II, NHBEC  
Verizon  
TDS Telecom  
Commissioner, Dept. Of Safety  
Asst. Comm., Dept. Of Safety  
Audit Supervisor II, NHBEC  
Administrative Secretary, NHBEC

The Commission meeting held at the James H. Hayes Building, 33 Hazen Drive,  
Concord, NH 03305 was called to order at 11:15 AM by Chairman Douglas Aiken.

Chairman Aiken introduced and welcomed Commissioner Richard Flynn and Assistant Commissioner John Stephen to the Enhanced 9-1-1 Commission. Commissioner Flynn and Assistant Commissioner Stephen spoke to the Enhanced 9-1-1 Commission about their goals and expressed their appreciation to Director Bruce Cheney for the work he has done in making the transition a success.

Chairman Aiken also introduced Commissioner Paul Szoc and welcomed him to the Enhanced 9-1-1 Commission.

**1. Approval of the June 27, 2003 Commission Minutes.**

**Vice-chairman James Linehan motioned for approval of the minutes. Commissioner Frederick Booth seconded the motion. The motion was unanimously approved.**

**OLD BUSINESS**

**2. Director's Report**

**2.A. Report on the FY04 Budget**

Commissioner Flynn left at 11:20 a.m.

a. Patricia Magoon, Audit Supervisor II, reported that the non-lapsed funds for FY04 totaled \$717,367.94. Director Cheney reminded the Commission that the money is committed to the TDS contract from FY03.

b. Ms. Magoon explained that there are two "Statement of Revenue and Expenses" reports for July and August, 2003. One is the "Contingency Budget" which is the four month budget enacted by Governor Benson in June of 2003. The other report is the full authorized budget for FY04.

c. Ms. Magoon reported to the Commission on the recent audit of the Emergency Communications section. Ms. Magoon explained that on September 5, she and Director Cheney met with Mr. Lon Sevigny, CPA from the Office of Legislative Budget Assistant, Audit Division and he explained that he has started auditing the Department of Administrative Services and Emergency Communications for FY03. Director Cheney added that this is a separate audit than requested by the State Legislature, but he hopes that it will satisfy the sponsors of the request.

Assistant Commissioner John Stephen asked if there is any concern with the federal mandate requiring that surcharge funds be used solely for 9-1-1 services and if the audit will prove that NH's Enhanced 9-1-1 has been cooperating with this mandate. Director Cheney

explained that this audit needs to, and will, highlight the fact that Emergency Communications is not using 9-1-1 funds for any purpose other than Enhanced 9-1-1 operations.

## **2.B. Report on Surcharge**

- a. Ms. Magoon provided Commissioners with an outline to the Commissioners which highlighted certain phone companies she has been working with regarding surcharge payments.

## **2.C. Report on Mapping/Addressing**

Assistant Commissioner John Stephen left at 11:30 a.m.

- a. Sean Goodwin, Engineering Technician V, handed out an updated progress map. He explained that address conversion packages have been accepted by Lincoln, Acworth and Farmington since the last meeting. Mr. Goodwin pointed out that Farmington changed almost 30 road names during the process. The Mapping Unit also delivered an address conversion packet to Holderness and are scheduled to deliver to Colebrook in the next week. The town of Windham has also accepted another road map.
- b. Mr. Goodwin reported that the Mapping Unit has received over 600 addressing assignment requests since the first of the year from all of the towns in the maintenance program.
- c. Mr. Goodwin reported that Alton and Lincoln addresses will be online on October 15 and Acworth and Farmington will be online on November 15.

Director Cheney asked Mr. Goodwin to explain the Verizon Status report to the Commission. Mr. Goodwin stated that during map updates, telephone number listings are checked against the mapped addresses by mapping personnel. Discrepancies are provided to the town for correction with the telephone company.

## **2.D. Report on Remote ANI/ALI**

- a. Robert Brown, IT Manager II, explained that the Technical Support Unit has been in contact with the sites that are not yet connected. Hampton and Manchester Police Departments are working with their vendors and are in the process of testing; they are still having problems. Mr. Brown explained that Seabrook is still in a spending freeze and cannot move forward. Strafford County Sheriff's Department continues to work on the new Communications center and will not be ready until at least the first of the year. Frisbee Memorial is up and running, and the State Hospital Campus Police Department has been installed and is waiting on training. Pelham Police Department has switched to IMC and is no longer with Valor.

b. Mr. Brown reported that Valor installed a new upgrade last week at Lakes Region Mutual Aid, Southwest Mutual Aid and Manchester Fire Department and the Technical Support unit has encountered only a couple of issues. One issue was that the data was there but was not being displayed; this has been corrected. One problem that remains is a printing issue and this is holding the rest of the upgrades back for now. When it is fixed the upgrade will move forward.

c. Peter DeNutte, Assistant Director, explained that the Technical Support unit will have exhausted their supply of equipment after the hospital is installed. More equipment and ProQA licenses will need to be purchased in order to complete the project. Chairman Aiken asked for a cost estimate for purchasing new equipment. Mr. DeNutte estimates about \$120,000. Director Cheney explained that he and Mr. DeNutte are looking at other vendors for ProQA software. Chairman Aiken inquired as to where the money will come from. Director Cheney explained that the surcharge may need to be increased not only for ANI/ALI but also for the new Communications Center. Director Cheney stated that he will have a Surcharge Increase Recommendation for the next meeting.

## **2.E. Report on Phase I & II**

a. Assistant Director DeNutte explained that there has been considerable progress made on Phase I and that all phone companies have received Phase II letters. Sprint, Verizon, AT&T, T-Mobile, Nextel, Cingular and RCC are taking the most aggressive approach to completing Phase II. Mr. DeNutte explained that there will be a cost increase for the Emergency Communications section when Phase II is started. Commissioner Bernard asked if there is some kind of protocol or regulation that all cell companies will need to follow. Mr. DeNutte explained that the system will accept all solutions but Emergency Communications would rather the companies use the least expensive option possible. Mr. DeNutte, Director Cheney and staff are asking the cell companies to come in front of the Commission to authorize any other solution.

## **2.F. Report on PSAP**

a. Richard Fowler, Operations Supervisor, reported that a committee has been created to review and update the PSAP policies and procedures. This committee will review the policies and procedures every year.

b. Mr. Fowler reported that two new shifts have been added to help cover early morning staffing issues, 1st and 2nd shift lunches and to help cut down on overtime. These shifts will be from 4 a.m. to 2:30 p.m. and 11 a.m. to 9:30 p.m.

c. Mr. Fowler also reported that the Supervisors and Telecommunicators have recently completed their annual sexual harassment training and it was well received.

D. Director Cheney commended Mr. Fowler on his aggressive approach to addressing complaints from callers as well as on cutting down the overtime hours in the PSAP.

## **2.G. Report on EMD**

a. Director Cheney spoke on behalf of Bobby Silvestriadis and Anastasia Lennon who were both unable to attend the meeting. Director Cheney explained the Protocol Compliance Reports to the Commission. He stated that Medical Priority sets the compliance requirement at 90% nationally. NH Enhanced 9-1-1 raised the bar and requires 95% compliance. The PSAP is consistently above 95%. 200 reviews per month are required and the staff is putting out about 600 reviews per month.

b. Mr. DeNutte explained that the Department of Safety, Bureau of EMS has a set of licensing requirement rules for dispatchers and telecommunicators. The Emergency Communications Section has recommended some changes and the final draft will be forwarded to Mr. DeNutte in the near future. Chairman Aiken asked that this statutory requirement also be sent to the Commissioners.

## **2.H. Status of Training**

a. Mike Geary, Training Manager, reported that there are five open Telecommunicator positions in the PSAP. Five trainees have recently begun their mentoring in the PSAP and should be on their own in the next few weeks.

b. Mr. Geary updated the Commission on his recent training appearances and projects. He also commented that the Wisconsin chapter of NENA has requested information on NH's mentor program which speaks highly of the PSAP training procedures in NH.

c. Mr. Geary reported that he has completed the PSAP's yearly sexual harassment training. He explained that the Division of Personnel is in the process of changing the sexual harassment policy to a broader "workplace ethics" policy.

## **2.I. Status of Public Education**

a. Jack O'Connor, Public Education and Training Officer, stated that feedback from the public continues to be great. He and his staff continue to make appearances at fairs, schools, local fire departments and continue tours of the facility.

## **2.J. Status of Public Relations**

a. Wanda Hemeon, Informational Representative, explained that the web site has changed and that Mr. Brown would need to explain. Mr. Brown presented the Commissioners with a

printout of the new web site and explained that all state web sites need to be uniform and that was the reason for the change.

b. Ms. Hemeon reported that the newsletter will be mailed out on Monday, September 29, 2003. Director Cheney and Ms. Hemeon explained that this will be the last 9-1-1 Newsletter and the next newsletter will be a joint effort between Ms. Hemeon for 9-1-1 and Mr. Jim VanDongen from Emergency Management.

c. Ms. Hemeon reported that her next EIRS meeting was rescheduled for November 4 and that the new procedures with NH Deaf and Hard of Hearing is working very well. Since the last Commission meeting, the PSAP has received ten requests for interpreters and all have gone smoothly.

### **3. Contractor's Report**

#### **3.A. Verizon**

a. Jack DiPesa stated that all monthly E9-1-1 Network, PSAP and ALI Database reports were delivered to the Emergency Communications staff and he has submitted copies of these reports for Commission records.

b. Mr. DiPesa reported that there were no major failures in the NH Enhanced 9-1-1 network during this quarter.

c. Mr. DiPesa informed the Commissioners that Verizon has successfully performed two switch upgrades during last quarter for Rochester and Merrimack.

d. Mr. DiPesa reported that as of a September 16, 2003 engineering report there are zero interoffice facility violations in the Verizon Enhanced 9-1-1 network.

Director Cheney pointed out to the Commission the outstanding job Mr. DiPesa has done of keeping himself and the Commission informed.

#### **3.B. TDS Telecom**

a. Lee Willette reported that all equipment for the Laconia facility is in place and they are just waiting for availability of the network so training can begin. The Concord facility equipment is delivered and waiting for the space.

b. Director Cheney explained that the proposal his staff brought before the Commission about a year ago to the Commission stated that by now the Laconia facility would be online and Concord would shut down for renovations. He explained that there was some discussion by the Legislature during the budget process of not opening Laconia at all because of a misunderstanding regarding hiring fifty more telecommunicators which has since been cleared up. Subsequent to this, the federal government has stated that all jurisdictions in the United States that seek federal funds must have an "incident command system" in place. The State of NH is receiving a \$9.18 million grant to build a new facility for emergency communications. The State of NH needs to contribute 25% to this contract. This federal grant requires completion within 18 months of the grant. Commissioner Bailey asked what this new center has to do with opening Laconia. Director Cheney replied that the Concord PSAP will be located in the new facility.

12:20 Chairman Aiken called for a break for lunch.

12:40 Commission meeting resumes

## **NEW BUSINESS**

### **4. Correspondence**

### **5. New Business**

#### **5.A. Discuss Database Development**

a. Assistant Director DeNutte reported that the database is being worked on continuously and his staff is developing a transition plan which includes receiving periodic updates from Verizon and the independent telephone companies.

Commissioner Booth left at 12:45 p.m.

Mr. DeNutte explained that there is one software update that still needs to be installed by the database provider. There was an initial start date of September, but network issues are holding it back. Commissioner Violette asked where the Emergency Communications section stands in regards to the proposed contract for independent phone companies. Mr. DeNutte responded that it is in the hands of the Attorney General's office and he has not received a response. The question is whether or not a contract is required. Mr. DeNutte stated he will call the AG's office and get an update for the Commission.

b. Commissioner Violette asked for an update on the compensation issue submitted to the Public Utilities Commission. Commissioner Bailey responded that the PUC will need to wait for an answer from the AG's office regarding the contract. Director Cheney added that the independent telephone companies need to demonstrate what the true additional costs will be.

#### **5.B. Discuss Cost Recovery**

a. Assistant Director DeNutte reported that the Emergency Communications Section is still receiving bills from Verizon Wireless and they have been informed that the bills will not be paid unless Verizon Wireless appears in front of the Commission.

Commissioner Booth returned at 12:50 p.m.

Director Cheney recommends that the Hearings Committee send out a letter to the wireless companies and ask that they appear in front of the Commission. Chairman Aiken asked that the Emergency Communications staff draft an outline of standardized regulations regarding cost recovery.

#### **5.C. Discuss Separate Wireless Surcharge**

a. Director Cheney explained that the cost for a wireless 9-1-1 call is higher than the cost of a wired 9-1-1 call because wireless calls do not have ANI/ALI information. Director Cheney asked that the Commission consider a higher wireless surcharge in the face of "cost recovery". He added that he will have an outline of wired vs. wireless cost for the next Commission meeting. Commissioner Wurm asked if there are any other states that charge a separate wireless surcharge. Director Cheney stated that he would provide the Commissioners with a chart of all the states that charge a separate wireless surcharge.

#### **5.D. HB 280 – Poison Control**

Director Cheney stated that this item should not have been left on the agenda and that there is no update to be given.

#### **5.E. HB 138 – Interpreters for the deaf.**

a. Director Cheney stated that he would provide the Commissioners with an update on the status of this bill.



**5.F. Discuss Emergency Communications Section becoming a CLEC**

a. Director Cheney explained that in a recent discussion with Emergency Communications staff regarding the Verizon network and contract someone asked if there was another company that Enhanced 9-1-1 could go through. A discussion began about the Emergency Communications section becoming a CLEC to bypass the network issues. Commissioner Bailey explained that the requirements for becoming a CLEC are that the company be managerially, financially and technically competent. Commissioner Wurm added that she did not think the Emergency Communications section would qualify because it is not providing a service to the end user.

**6. Adjournment**

a. The next Commission meeting is scheduled for Friday, December 19, 2003 at 11:00 a.m. in Concord.

b. Chairman Aiken called for a motion to adjourn. Commissioner Wood motioned to adjourn the meeting. The motion was seconded by Commissioner Booth. The Commissioners voted unanimously to adjourn the meeting at 1:40 p.m.

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William Wood, Secretary  
Enhanced 9-1-1 Commission